

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method, here are some answers to the most frequently raised questions on GIRO:

How do I get started?

Complete this GIRO application form, with your account number. Send it back to us at:

FCA Singapore
1 MacTaggart Road
#02-01D, Invest Ho Building
Singapore 368089

How long do I need to wait before my GIRO arrangement is effective?

You may continue to donate to FCA Singapore by cash or cheque until your GIRO arrangement is effected, which takes at most 21 working days. We will notify you upon the bank's acceptance and when the GIRO deductions will commence.

When will the GIRO deduction be made?

A deduction will only be made from your bank account on the 27th of each month, or the following working day if 27th falls on a non-working day. The amount deducted will be reflected in your bank statement. You will also receive a receipt from FCA Singapore as acknowledgement of your donation.

What happens if there are insufficient funds in my bank account?

We will send you an e-mail or SMS to inform you of the next date for deduction. Alternatively, you may make the donation by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date. Please note that **some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds.**

How can I stop GIRO payment?

The GIRO arrangement will remain effective until the expiry date stated in the form, If this is not stated, the GIRO arrangement will stand until further instructions from you to FCA Singapore that you may wish to terminate it. You can stop GIRO payment by sending us an e-mail at emok@fca.org but you will need to give us at least 14 working days before the next deduction date. You should also inform your bank to stop GIRO payment.

If you have any queries on the above, please e-mail to emok@fca.org. Thank you once again for your kind support.